
ACCESSIBILITY MULTI-YEAR PLAN AND POLICIES FOR CGI (ONTARIO)

Statement of Commitment

CGI is committed to ensuring a safe, dignified, welcome and accessible environment that respects the dignity, independence, integration and equal opportunity of people with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (2005) (“AODA”).

CGI is committed to becoming a barrier free organization that strives to comply with the requirements of all existing legislation through policies, procedures, and training for employees. We are also committed to ensuring that all persons with disabilities are aware of their rights and responsibilities to foster an accessible and inclusive environment, while remaining open to suggestions concerning best practices. Where accommodations are possible, persons with disabilities will be provided with such accommodations at no charge.

Multi-Year Plan

In accordance with CGI’s obligations under the AODA, and specifically Integrated Accessibility Standards Regulation 191/11 (“IASR”), we have prepared a multi-year Accessibility Plan which outlines the policies and actions that CGI will put in place from 2014-2021 to prevent and remove barriers and enhance accessibility for people with disabilities who work for CGI and those who are our clients and visitors. This document is a fluid one and will be adjusted from time to time as required, at least every five (5) years.

Customer Service

CGI is committed to excellence in serving all our visitors including people with disabilities. We welcome visitors with disabilities and their service animals and will use our best efforts to accommodate all assistive devices. If necessary, CGI will use alternate methods to provide service to visitors with disabilities in a manner that takes their disability into consideration.

Accessibility Emergency Information

CGI is committed to providing our clients with publicly available emergency information in an accessible format upon request. CGI will provide individualized workplace emergency response information to members who have a disability, if the disability is such that the individualized information is necessary, and if CGI is aware of the need for accommodation due to the members’ disability. CGI will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the member requires assistance, CGI will, with the consent of the member, provide the workplace emergency response information to the person designated by CGI to provide assistance to the member. CGI will review the

individualized workplace emergency response information if and when the member moves to a different location in the organization, when the members' overall accommodations needs or plans are reviewed and when CGI reviews its general emergency response practices.

Training

CGI will provide training to CGI members and others who provide services on behalf of CGI, on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. As of January 1, 2015, all training, including onboarding, will be provided in a way that best suits the duties of employees, volunteers and other CGI members.

Kiosks

CGI will ensure that we take into account the needs of individuals with disabilities when utilizing self-service kiosks.

Accessible Formats

CGI is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Websites

CGI will take reasonable steps to ensure that new websites and content on our sites conform with WCAG 2.0, Level A by **January 1, 2014** and with WCAG 2.0, Level AA by **January 1, 2021**.

Employment

CGI is committed to fair and accessible employment practices. By January 1, 2016, we will take the following steps to notify the public and staff that, when requested, CGI will accommodate people with disabilities:

- Notify all applicants about the availability of accommodation during the recruitment, selection and hiring process.
- Develop an Individual Accommodation Plan ("IAP") for CGI members with disabilities.
- Develop and implement a gradual return to work (GRTW) process to support employees who have been absent due to a disability.
- Ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes.

Procurement

When procuring goods, services and facilities, CGI will incorporate accessibility features. Where it is impractical for CGI to incorporate accessibility criteria and/or features when procuring or acquiring specific goods, services or facilities, we will provide a written explanation to be reviewed by the AODA coordinator.

To determine whether the products, services or facility might present barriers for people with different types of disabilities, the following principles of accessibility will be considered:

- Accessible: can a person with a disability use the good, service or facility at all?
- Equitable: can someone with a disability use the good, service or facility as quickly and easily as a person without a disability?
- Adaptable: can a user configure the good, service or facility to meet their specific needs and preferences and will it work with common assistive technologies?

CGI is committed to the highest possible standards for accessibility. Suppliers must be capable to recommend and deliver, as appropriate for each deliverable, accessible and inclusive goods, services and facilities consistent with the AODA and its regulations.

Design of Public Spaces

As of January 1, 2017, when making major building modifications or renovations to our public spaces, CGI, in working with our landlords, will ensure we are meeting the Design of Public Spaces Standards. As well, in the event of a service disruption affecting our public spaces, CGI will notify its clients and employees of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact either:
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Accessible formats of this document are available upon request.